# ZoomLink

User Guide

PHONAK

hearing systems

CE

# Contents


**Welcome** 4

**ZoomLink and accessories** 5

**Controls** 6

**How your ZoomLink works** 8

**Getting started** 9
- Charging the ZoomLink 9
- Switching ZoomLink on/off 12
- Microphone openings 16

**Using ZoomLink** 17
- ZoomLink in meetings 17
- ZoomLink directed to the speaker 19
- ZoomLink worn by the speaker 20
- ZoomLink connected to the television 22

**Using ZoomLink with the MicroBoom microphone** 28

**Operating range** 31

**For professionals: Changing the FM channel** 32

Troubleshooting 34

Setup of FM receivers 38

Important points 41

Declaration of conformity 43

Service and warranty 45

Phonak distributors worldwide 46

# Welcome

ZoomLink by Phonak is an easy to operate and flexible transmitter with built in microphones. It features three microphone modes, which guarantees the best reception in each listening situation. ZoomLink is compatible with all Phonak receivers.

To obtain maximum benefit from the ZoomLink transmitter and its comprehensive features, please read this user guide carefully. Ask your hearing care professional if you have any questions.

Phonak wishes you much hearing enjoyment with ZoomLink.

**The following symbols appear in this user guide:**

⚠ **Important notes for all users.**

**Special notes for users of Phonak hearing instruments with remote control compatibility (Verve, Savia Art, Savia, Eleva, Perseo, Claro, Supero and all future remote-controllable Phonak hearing instruments.)**

Please also check www.phonak.com for additional FM information

# ZoomLink and accessories

① **ZoomLink**

② **ZoomLink home and travel case**

③ **Adapter for external connections**

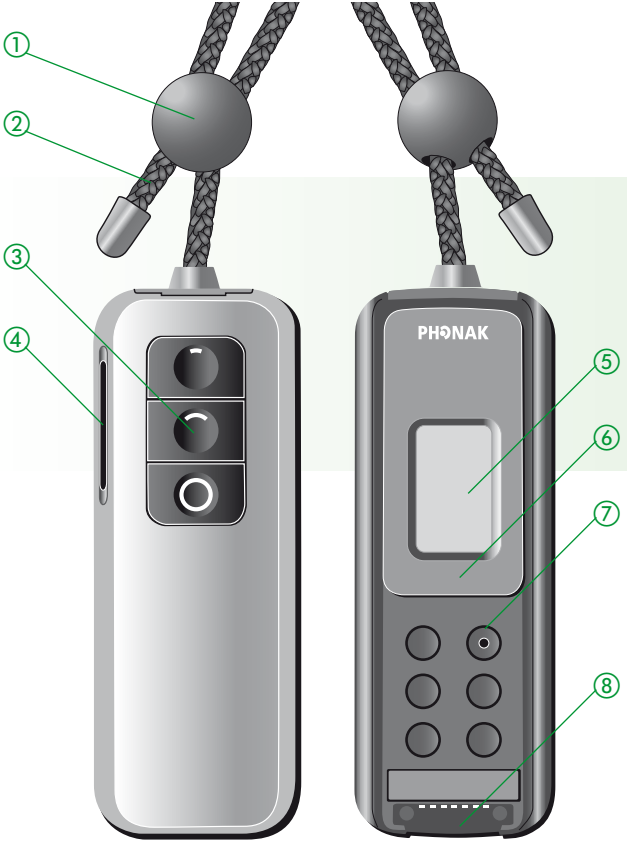
④ **Audio cable**

⑤ **Charging unit**

⑥ **MyLink***

* ZoomLink is compatible to all Phonak FM receivers.
Shown is the easy to use MyLink receiver.

# Controls



① **Button to adjust the lavalier length**

② **Lavalier with integrated antenna**

③ **Microphone buttons**
- SuperZoom² (narrow-angle sound pickup)
- Zoom (wider-angle sound pickup)
- Omni (360° sound pickup)

**Switching ZoomLink on:**
Long press (~1 second) on the desired microphone button

**Switching ZoomLink off:**
Long press (~1 second) on any microphone button

④ **Microphone openings**

⑤ **LCD**

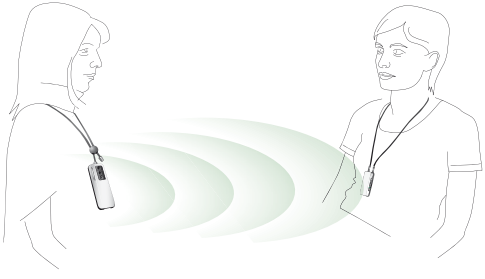
⑥ **Clip**

⑦ **For hearing care professionals:**
Pen push for frequency change

⑧ **Interface for external connections**

# How your ZoomLink works

ZoomLink picks up your partner's voice and instantly relays it to your receiver, e.g. MyLink. The receiver sends it directly into your hearing instruments.



Your partner wears ZoomLink around the neck

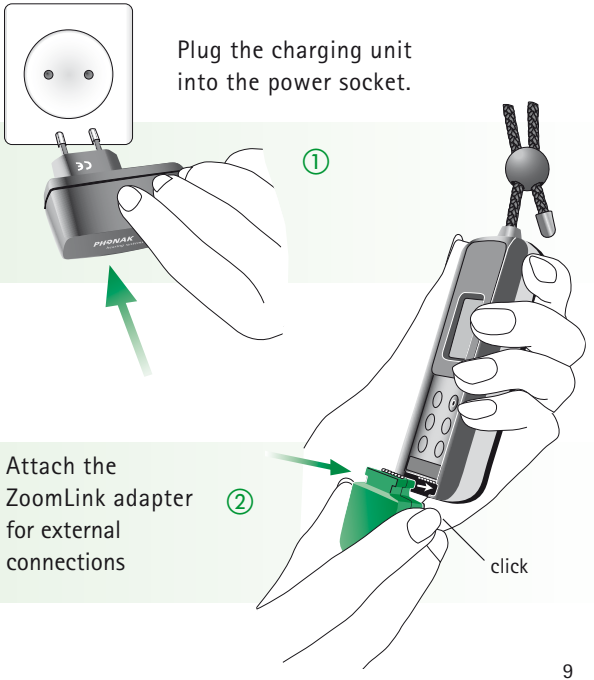
You wear your hearing instruments and the FM receiver, e.g. MyLink

In places where you are not satisfied with the performance of your hearing instruments alone, e.g. in noisy environments, ZoomLink will always provide you with a loud and clear speech signal.

# Getting started

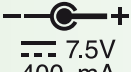
## Charging ZoomLink

ZoomLink contains a built in Lithium-ion battery with fast–charge capability. A fully discharged battery takes around 2 hours to recharge. The battery will be about 80% charged within an hour.



## Charging ZoomLink

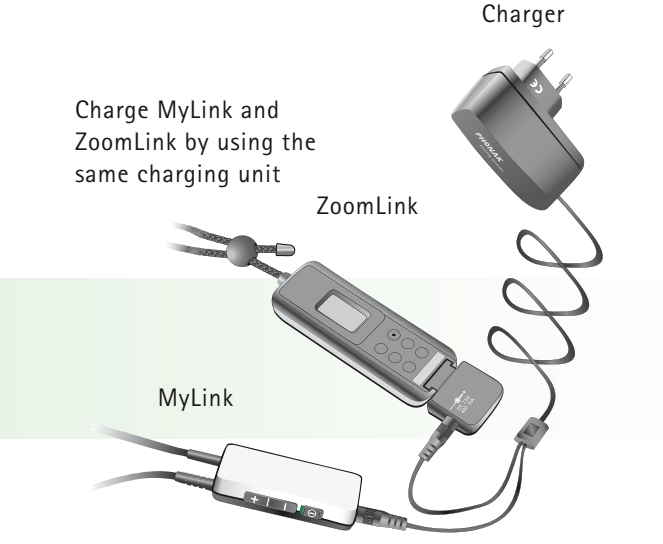
Plug the charging unit into the power jack on the adapter marked



⚠ **Use only original Phonak charging units**

- **The battery symbol in the ZoomLink display flashes during charging. The battery cannot be over-charged.**
- **The battery symbol stops flashing when ZoomLink is 100% charged.**
- **ZoomLink operates for approximately 10 hours when fully charged.**
- **Make sure the socket outlet is easily accessible.**

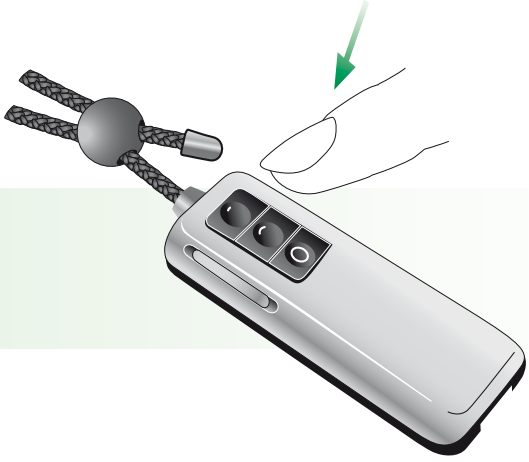
**For MyLink/ZoomLink users:**
To simplify the charging of MyLink and ZoomLink, Phonak offers a special charger with an Y-cable which allows to charge ZoomLink and MyLink in parallel, as depicted below.



# Switching ZoomLink on/off

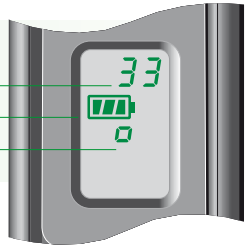
**To switch on:**
Press and hold the desired button for one second (long press).

**To switch off:**
Press and hold a button for one second (long press).

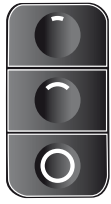


The display shows startup information during switch-on. When ZoomLink is ready, the following information appears:

- FM channel number
- Battery status
- Microphone setting




Microphone setting symbols:

| | Button | LCD |
|---|---|---|
| SuperZoom[2] |  | 1 |
| Zoom | | n |
| Omni | | 0 |

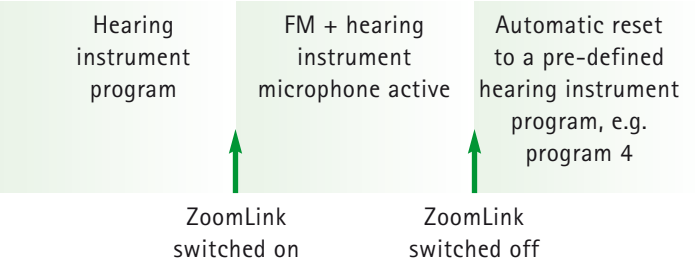
At switch-on, ZoomLink automatically selects the most recently used FM channel.
ZoomLink automatically synchronizes Phonak multi-channel receivers to this channel, if the distance between ZoomLink and the Phonak receivers is less than approximately 20cm.
You may hear a beep tone when the synchronization is completed.

**At switch-on, ZoomLink automatically sets digital Phonak hearing instruments with remote control compatibility to the "FM + hearing instrument microphone active" program.**

**At switch-off, ZoomLink automatically resets digital Phonak hearing instruments with remote control compatibility to the hearing instrument program.**

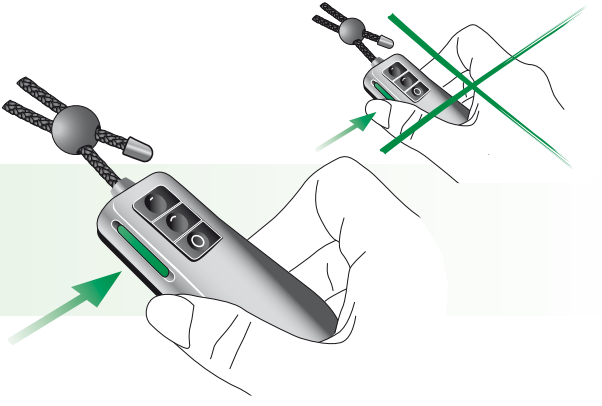
The hearing instruments need to be within the operating range of the built-in remote control of ZoomLink.

**Example:**


Hearing instrument program
FM + hearing instrument microphone active
Automatic reset to a pre-defined hearing instrument program, e.g. program 4
ZoomLink switched on
ZoomLink switched off

# Microphone openings

⚠ **Do not cover the microphone opening with your fingers when ZoomLink is in operation. It will affect the sound quality.**



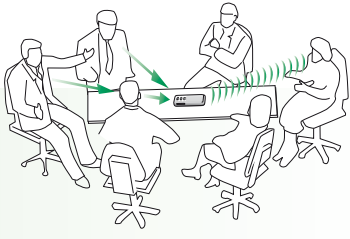
# Using ZoomLink

ZoomLink can be used in different ways, depending on the situation. The following examples illustrate the most common cases for typical ZoomLink use.

**ZoomLink in meetings**

Recommended:

- In restaurants
- In conferences
- At home
- At business meetings



How to use ZoomLink:

- Place it on the table. If you use the Zoom setting, the front of ZoomLink, where the lavalier is attached, should point to the speakers that you want to hear. If you use the omni-setting, the orientation of ZoomLink has no influence, as sound is picked up from all angles.
- Make sure the lavalier is not folded together or knotted.
- Switch on ZoomLink by pressing the button for one second.

Recommended ZoomLink settings:

Zoom (wider-angle sound pickup)


Omni (360° sound pickup)

**ZoomLink directed to the speaker**

Recommended:
Conversation in noisy conditions with one or especially more talkers close by, like:

- at parties
- in shopping malls
- while traveling

How to use ZoomLink:

- Hold it in your hand. Make sure you do not cover the microphone opening on the left side of ZoomLink. The front of ZoomLink should point to the speakers you want to hear.
- Switch on ZoomLink by pressing the button for one second.

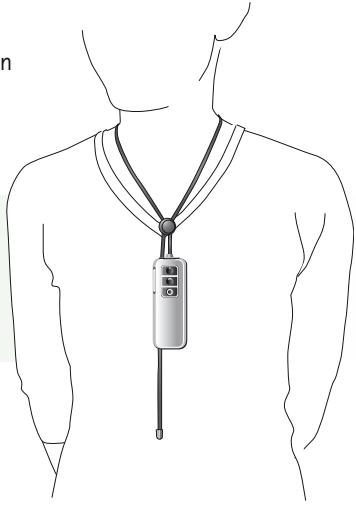
Recommended ZoomLink settings:

SuperZoom[2] (narrow-angle sound pickup)
Zoom (wider-angle sound pickup)

**ZoomLink worn by the speaker**

Recommended for:
Conversations with just one person, like:

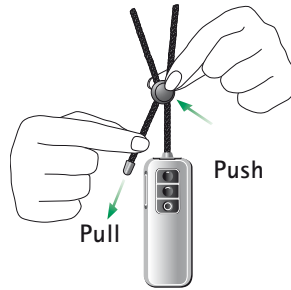
- Lectures
- Walks
- Sport
- When traveling with another person



How to use ZoomLink:

- Hand ZoomLink to your conversation partner.
- Your partner should wear it around the neck. The cord needs to be adjusted.

⚠ **To get an optimal speech quality, make sure the distance between the speaker's mouth and ZoomLink is between 20–30 cm (8–10 inches).**




- Switch on ZoomLink by pressing the button for one second.

Recommended ZoomLink settings:

SuperZoom[2] (narrow-angle sound pickup)

Zoom (wider-angle sound pickup)

## ZoomLink connected to the television

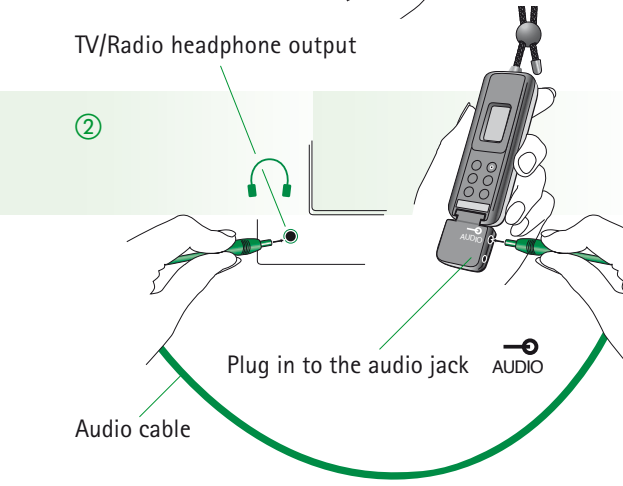
Also recommended for:
- CD players, radio and other audio equipment
- Computers with an audio output
- MP3 players

How to use ZoomLink:
- Connect ZoomLink as pictured on page 23 and place it in front of the television.
- Switch on the television. Your ZoomLink will automatically switch on if there is a sound signal.
- To get maximum operating range, make sure the lavalier is not folded together or knotted.
- When the television is switched off, ZoomLink will automatically switch off after approximately 40 seconds.

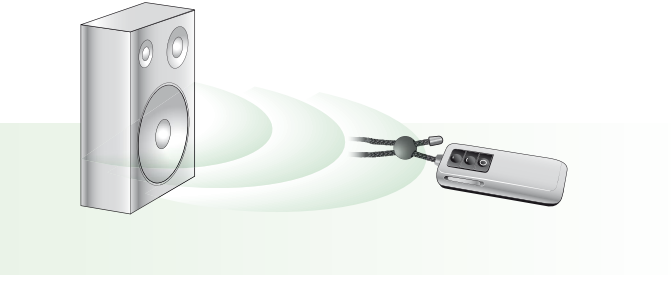
**Connected to a television**

Connect the adapter
for external connection

TV/Radio headphone output




The volume of the audio output on some televisions is adjustable. Please consult the television user guide to access this feature, if available.

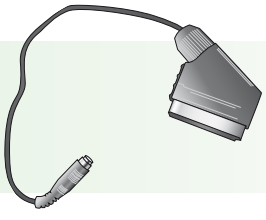


If the audio equipment does not have a headphone output socket, place ZoomLink in front of the loudspeaker of the television or the radio receiver. Then switch on ZoomLink and the television.

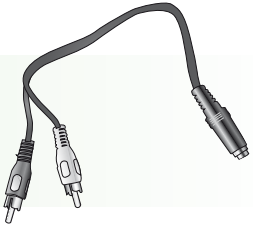
This may prevent that the television loudspeakers are muted when ZoomLink is connected to the television.

Some televisions also have Cinch or Scart sockets. Ask your hearing care professional for the Cinch or Scart adapter from Phonak.

Scart adapter



Cinch adapter



For standard audio input use, the microphones in ZoomLink are automatically switched off. If there is a need to activate the internal microphones in parallel to the audio input, proceed as follow:

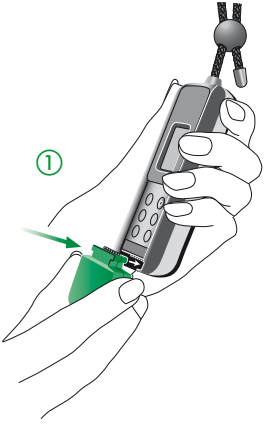
- Plug in ZoomLink as illustrated and switch on the television. ZoomLink switches on automatically when it detects an audio signal from the television. **'A'** (Audio) appears on the LCD.

- To activate the ZoomLink microphones in parallel to the audio input, press the ◎ key.
  **'2'** appears on the LCD.
  ZoomLink is in omni mode.

- To switch off ZoomLink microphones during audio input use, press the ◎ key again. '2' disappears on the LCD and 'A' is displayed again.

## Using ZoomLink with the MicroBoom microphone

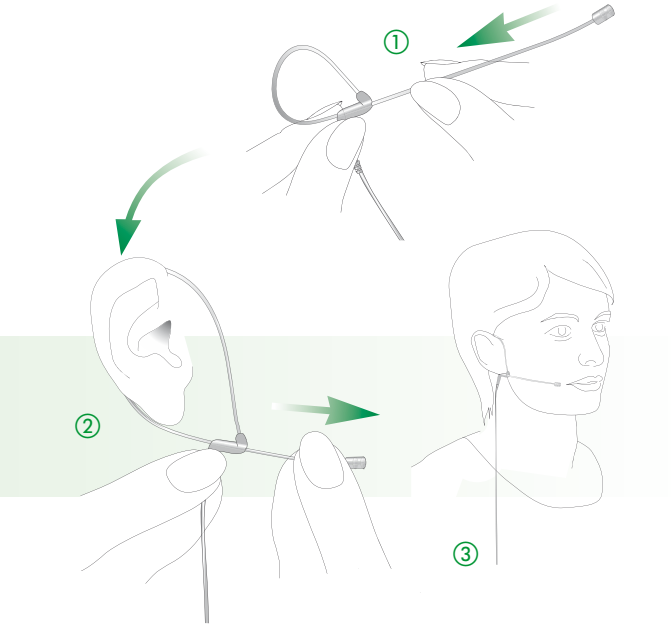
For an optimal speech quality, e.g. in educational situations in classrooms and auditoriums, an external microphone can be attached to ZoomLink.
Proceed as follows:



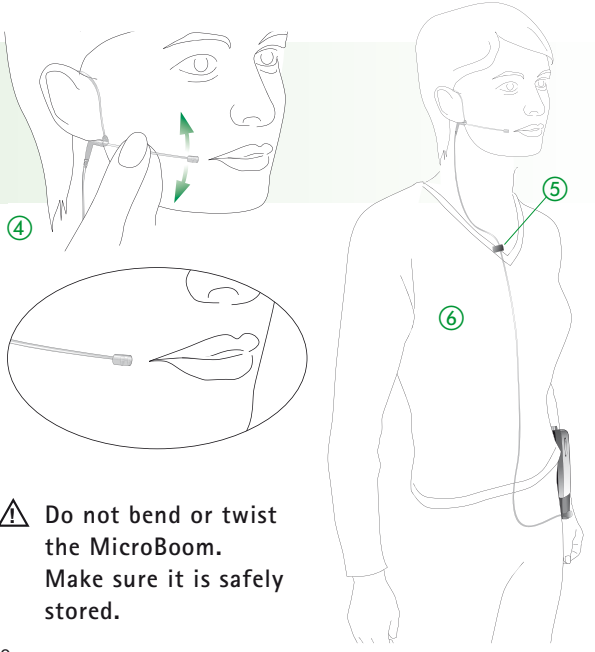

① Attach the adapter to ZoomLink, then plug the MicroBoom cable into the microphone socket of the adapter.

Hand ZoomLink to your conversation partner.

Slightly increase the loop diameter ① and put it on your left or right ear ②. Then decrease the loop diameter by slowly pulling in the direction of the arrow ③ until it holds safe and is comfortable to wear.



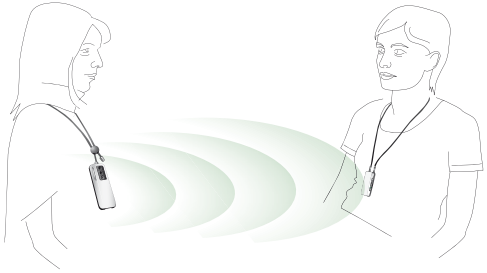
Then slightly adjust the MicroBoom on the ear ④ to have the microphone approximately at the level of the mouth. Fix the microphone cable with the clip ⑤ on your clothes. Wear MicroBoom as depicted ⑥.
The microphone does not need to be directly in front of the mouth!




⚠ **Do not bend or twist the MicroBoom. Make sure it is safely stored.**

# Operating range

The operating distance is the distance between the speaker talking into ZoomLink and the hearing instrument user with MyLink or any other Phonak receiver.



Speaker using ZoomLink

Listener using MyLink or any other receiver

The maximum distance is typically more than 10 m (30 feet) inside and more than 30 m (90 feet) outside. At large distances, some noise may be audible; this is perfectly normal.

⚠ **High-power electronic equipment, larger electronic installations and metallic structures may affect and significantly reduce the operating range.**

# For professionals: Changing the FM channel

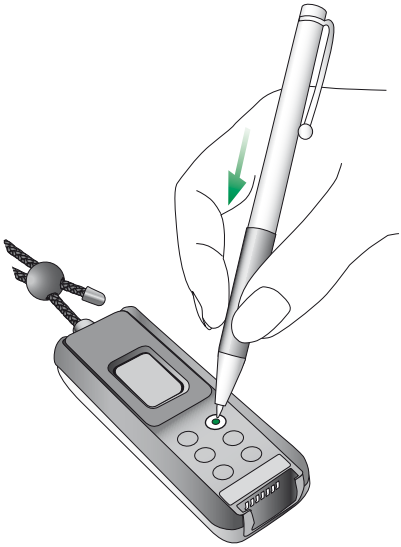
If the radio channel used in ZoomLink is frequently disturbed by an external source of interference, the hearing care professional can switch ZoomLink to another radio channel.

1) Switch on ZoomLink by pressing the button for one second.

2) Using a pen, press the push button, as pictured. After one second, the channel displayed in the LCD will change. Hold the button down until the desired channel is displayed.

3) Release the button.
The channel number in the LCD will stop blinking after a few seconds.

4) Set the default channel of the MyLink or MicroLink receivers to the same channel using the FM Successware.



# Troubleshooting

| Situation |
| --- |
| ZoomLink does not switch on |
| Poor speech intelligibility |
| Voices are inaudible when ZoomLink is switched on (on one ear or on both ears) |

| Most probable cause | Remedy |
|---|---|
| Battery exhausted | Charge ZoomLink for at least two hours |
| **a)** ZoomLink is positioned too far away from the speaker<br>**b)** Microphone setting is not ideal in the current listening situation. | **a)** Move ZoomLink closer to the speaker. If ZoomLink is worn with the lavalier, make sure the distance between ZoomLink and the mouth is 20–30 cm.<br>**b)** Change the microphone setting. |
| **a)** Hearing instrument set to the wrong program<br>**b)** Radio channel not synchronized<br>**c)** FM receiver, e.g. MyLink is off<br>**d)** The MicroLink receiver is not properly connected | **a)** Check hearing instrument program<br>**b)** Switch off ZoomLink. Hold it near to your FM receiver, e.g. MyLink (20 cm, 8 inches) and switch ZoomLink back on.<br>**c)** Switch MyLink on<br>**d)** Connect the MicroLink receiver |

| Situation |
| --- |
| Insufficient operating range |
| Radio interference |
| A second person's voice is audible |
| Remote-controllable Phonak hearing aids do not respond |

| Most probable cause | Remedy |
|---|---|
| Antenna folded or knotted | Make sure the antenna is not folded together or knotted. |
| Extraneous cause: radio antenna or similar interfering devices nearby. | Ask your hearing care professional to change the radio channel in ZoomLink and the default channel in the FM receivers. |
| Another hearing aid user is using the same FM channel. | Ask your hearing care professional to change the radio channel in ZoomLink and the default channel in the FM receivers. |
| ZoomLink and hearing instruments are too far apart when ZoomLink is switched on. | Hold ZoomLink closer to the hearing instruments when switching it on (ideally 20 cm, 8 inches). |

# Setup of FM receivers

Users of Phonak hearing instruments should check recommended settings of the FM receivers in the respective hearing instrument user guide.

**Default channel**
MyLink and MicroLink receivers are programmed with a default channel which activates at startup. It can be modified at Phonak service centers.

**Channel synchronization**
ZoomLink can change your MyLink or MicroLink receiver channel directly "over the air" within a distance of 20 cm (8 inches). This feature ensures ZoomLink and the MyLink or MicroLink receivers use the same radio channel.

**Standby mode**
This function helps economize on power. Whenever you switch off the transmitter, about 40 seconds later, your MyLink or MicroLink receivers automatically enter the standby mode. They switch to normal FM operation automatically, when ZoomLink is switched on again.

## Switch settings on MicroMLxS

For correct MicroMLxS switch settings for use with Phonak hearing instruments, please refer to the respective hearing instrument user guide.

For all other hearing instrument brands, the MicroMLxS switch setting depends on the type of the hearing instrument.

Ask your hearing care professionals about the right switch settings for your hearing instruments.

For most hearing instruments:

off FM only FM+M

For some hearing instruments, like Phonak Supero, eXtra, Eleva, Savia, Savia Art and Verve:

off normal position not to be used

Select between the FM and FM+M by selecting the corresponding hearing instrument program.

# Important points

- Do not use two transmitters on the same FM channel.

- Do not use water or fluids for cleaning. It is recommended to use Phonak CleanLine products. Your hearing care professional will be glad to advise you.

- Use only original Phonak accessories.

- Do not use ZoomLink in locations where it is forbidden to use electronic devices, for instance in airplanes.

- Be aware that FM signals might also be picked up and overheard by other receivers.

- Before using the system in another country, contact your hearing care professional to make sure your radio channel is permitted in that country.

- ZoomLink may only be repaired by an authorized service center.

The symbol with the crossed out disposal bin indicates that this device should not be treated as household waste. Please hand over your old or unused device to the applicable collection point for the recycling of electrical and electronic equipment or bring your old hearing instrument device to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

# Declaration of conformity

Hereby, Phonak Communications AG, declares that ZoomLink is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. To obtain a copy of the Declaration of Conformity, please contact the local Phonak AG representative whose address can be taken from the list of Phonak distributors worldwide.

This device complies with part 15 and part 95 of the FCC rules and with RSS 210 of Industry Canada. Operation is subject to the following two conditions: (1) This device does not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

⚠ **Warning: Changes or modifications made to this equipment not expressly approved by Phonak Inc. may void the user's authority to operate the equipment.**

# Service and warranty

Phonak provides a manufacturer's limited warranty for your ZoomLink. This covers all manufacturing and material defects. Problems with ZoomLink arising from improper handling or care and repairs made by an unauthorized party are not covered by the warranty. Please ask at the point of sale for full details of this warranty. The salesperson will note the serial number of your ZoomLink below. It will be needed in the event of a warranty repair.

Serial number
ZoomLink:

---

Date of purchase:

---

Serial number FM receivers:

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# Phonak distributors worldwide

| **Group companies:** | (detailed information on **www.phonak.com)** |
|---|---|
| Australia | Phonak Australasia Pty. Ltd.<br>Baulkham Hills N. S. W. 2153 |
| Austria | Hansaton Akustische Geräte GmbH<br>5020 Salzburg |
| Belgium | Lapperre N.V., 1702 Groot-Bijgaarden |
| Brazil | CAS Produtos Médicos<br>São Paulo – SP 04363-100 |
| Canada | Phonak Canada Limited<br>Mississauga, Ontario L5S 1V9 |
| China | Phonak (Shanghai) Co. Ltd.,<br>Shanghai City 200233 |
| Denmark | Phonak Danmark A/S, Nitivej 10<br>2000 Frederiksberg |
| France | Phonak France SA, 69500 Bron |
| Germany | Phonak GmbH, 70736 Fellbach-Oeffingen<br>EC Representative |
| Italy | Phonak Italia S.r.l., 20159 Milano |
| Japan | Phonak Japan Co., Ltd., Tokyo 101-0044 |
| Jordan | Phonak Middle East, 11181 Amman |
| Netherlands | Phonak B.V., 3439 ME Nieuwegein |
| New Zealand | Phonak New Zealand Ltd., Takapuna<br>Auckland 9 |
| Norway | Phonak AS, 0105 Oslo |
| Poland | Phonak Polska Sp. z o.o., 00-567 Warszawa |
| Spain | Phonak Ibérica S.A., 03008 Alicante |
| Sweden | Phonak AB, 117 43 Stockholm |
| Switzerland | Phonak AG, Phonak Schweiz, 8712 Stäfa |
| United Kingdom | Phonak UK Limited<br>Warrington, Cheshire WA1 1PP |
| USA | Phonak LLC, Warrenville, IL 60555-3927 |

| | |
|---|---|
| **Independent general distributors:** | A complete list of Phonak distributors is available at Phonak's Internet site: **www.phonak.com.** Please visit us or ask your hearing care professional for information. |
| **Manufacturer:** | Phonak AG, Laubisrütistrasse 28<br>CH-8712 Stäfa, Switzerland |

CE

**Your hearing care professional:**

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